Job Description

Job Title: Community Safety Support Worker

Service: Fife Community Safety Support Service

Responsible To: Service Manager/Service Team Leader

Supervisory Responsibility: May have responsibility for sessional workers and/or volunteers

Overall Purpose of the Post:

***Sacro's Vision**:* *Scotland will be a place of safety, inclusiveness, and wellbeing for everyone.*

***Sacro's Mission**:* *To deliver life changing services that empower people, give hope and protection, and help to build safe communities.*

To Help to Fulfil Sacro's Mission By:

Ensuring that Sacro employees are supported and developed to their potential and that the charity runs effectively and efficiently. Ensuring that Sacro operates to the highest standards of professionalism and that employees are equipped to do their jobs.

Overall Purpose of the Post

- To assist in the provision of the day-to-day services of Sacro's Community Safety Services.

Main Duties & Responsibilities

- To carry out the day-to-day functions and participate in the day-to-day operations of the community mediation services, as directed by the Service Team Leader.
- To maintain appropriate referral and information systems.
- To assume a caseload of clients and to mediate between clients in dispute, in accordance with agreed procedures.
- To ensure the provision of a high quality and consistent level of service through, for example, progressing referrals, provision of written documents and provision of appropriate support and assistance to clients.
- To maintain appropriate and accurate records of clients as required.
- To monitor and review progress and report to the Service Manager/Service Team Leader.
- To prepare reports and other written materials as requested by the Service Manager/Service Team Leader.
- To maintain and update such material as may assist in the operation of the service as appropriate.

- To participate in the development of the service in conjunction with the Service Manager/Service Team Leader.

- To participate appropriately in training events and other such professional activities as may be required.

General

- A full commitment and responsibility to actively promote equality, diversity, rights and responsibilities underpins all aspects of this role.

- Contribute to the promotion, development and effectiveness of the Community Safety Support Worker role.

- Contribute to the development and promotion of Sacro and all its services

The above accountabilities and responsibilities are not exhaustive, and the Jobholder may be required to undertake additional duties that are consistent with the level and grading of the role.

Other

Sacro is committed to creating a culture in which diversity and equality of opportunity are promoted actively and in which unlawful discrimination is not tolerated. Sacro recognises the organisational benefits of having a diverse community of staff and to this end, is working towards building and maintaining an environment which values diversity. It is the individual responsibility of every member of staff to maintain an environment which values diversity.

All employees are required to adhere to Sacro's Health and Safety policy and to implement this in their working environment and practices.

Teamwork is a vital aspect of Sacro's work and post holders are also expected to take an active part in meetings, as required and, where possible, to cover for colleagues.

Outline of Main Terms and Conditions of Service

Salary:	SCP 23 – 26, currently £26,288 - £28,497 per annum, pro-rata.
Leave Entitlement:	31 days annual leave; 6 fixed public days, pro-rata.
Hours of Work:	18.50 hours per week. Some evening/weekend work will be required.
Condition:	Membership of the Protecting Vulnerable Groups (PVG) scheme is a requirement for the post.
Travel:	A valid driving licence and access to car is required. Mileage allowance will be paid for appropriate mileage accrued in the course of performance of duties.
Pension:	Sacro employees are automatically entered into the Sacro Group Personal Pension Scheme.
Work Base:	Kirkcaldy Hub. Sacro reserves the right to change office base location within reasonable parameters.
Notice:	4 weeks, in writing.
Benefits:	• Policies and family friendly. • Generous annual leave entitlement. • Employee wellbeing scheme. • Pension scheme and death in service. • Learning and development, progression and qualifications. • Opportunity for growth and development. • Enhanced company sick pay. • Cycle to work scheme. • Flexible and hybrid working. • Work-life balance. • Additional annual leave day for birthday. • Employee discount scheme. • Scottish Social Services Council Fees paid (where applicable)

Person Specification

Criteria	Essential	Desirable
Qualifications		
Educated to Higher Grade or equivalent	**X**	
Relevant additional qualification (e.g SVQ in Mediation)	**X**	
Experience		
Relevant experience of working with service users within a local authority, voluntary sector or similar agency	**X**	
Experience of working in challenging situations	**X**	
Experience of conflict resolution work	**X**	
Mediation experience		**X**
Experience of working with volunteers		**X**
Skills & Knowledge		
Understanding of the impact of conflict	**X**	
Knowledge of mediation theory and practice		**X**
Good communication skills (verbal and written)	**X**	
Relevant IT skills (Microsoft Word, Outlook).	**X**	
Ability to work on own initiative within an agreed level of authority.	**X**	
Ability to develop effective professional relationships	**X**	
Ability to work as a member of a team	**X**	
Values/Attitudes		
An understanding of the needs of service users	**X**	
Commitment to working within the ethos, values and principles of Sacro	**X**	
Other		
A valid driving license and access to a car, satisfying the appropriate insurance requirements	**X**	
Cheerful and helpful disposition	**X**	
Flexible approach to work	**X**	
Working in accordance with our values	**X**	
Commitment to personal development	**X**	
Ability to work as a member of a team	**X**	
Ability to be supportive, respectful or others and non-judgemental	**X**	